

FAQ - Private SaaS

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Network requirements for Medulla Private SaaS

See:

<https://docs.medulla-tech.io/books/medulla-faq/page/faq-pre-requis-reseau-pour-medulla-saas>

Client Accounts (Status & Visibility)

Why do some devices appear offline even though they are powered on?

- Check the medullaagent and medullanetnotify services on the offline devices. If the services are indeed "running" but the device appears offline on the interface (grayed-out), please contact Support or your Administrator.
- If there are errors in the agent logs (on the device) "C:\Program Files\Medulla\var\log\xmpp-agent-machine.log," report them to Support or your Administrator.

Why are the inventory reports or reported information incomplete or incorrect?

- Make sure the MAC address of the device that is not reporting its inventory is not already in use. To check if a device is having trouble reporting its inventory, note that it is impossible to deploy to the device—even if it appears online on the interface (blue computer icon)—as the deployment icon for the device in the "Actions" menu will be grayed out.

Deployment (broadcasting)

Why are my deployments stuck in Pending?

- The "Pending" status indicates that deployments will be processed shortly. If the issue persists, please contact Support or your Administrator.

Why are my deployments stuck in "Deployment Start"?

- The "Deployment Start" status indicates that deployments will be processed shortly. If the issue persists, please contact Support or your Administrator.

What should I do if I encounter a deployment error: "Abort Package Execution"?

- You should check the script associated with the package; the error indicates that it is not executing correctly. You can try running the script manually on your machine.
- Check the feedback provided by the deployment audit; this may offer clues as to the cause of the error.

What to do if a deployment error occurs: Transfer Failed?

- Your computer cannot retrieve the package due to Rsync. Please check the Rsync permissions on several folders for the pulseuser account; the permissions should be set as follows:

```
C:\Progra~1\Pulse\var\tmp\packages BUILTIN\Users:(OI)(CI)(F)
                                     NT SERVICE\TrustedInstaller:(I)(F)
                                     NT SERVICE\TrustedInstaller:(I)(CI)(IO)(F)
                                     NT AUTHORITY\SYSTEM:(I)(F)
                                     NT AUTHORITY\SYSTEM:(I)(OI)(CI)(IO)(F)
                                     BUILTIN\Administrators:(I)(F)
                                     BUILTIN\Administrators:(I)(OI)(CI)(IO)(F)
                                     BUILTIN\Users:(I)(RX)
                                     BUILTIN\Users:(I)(OI)(CI)(IO)(GR,GE)
                                     CREATOR OWNER:(I)(OI)(CI)(IO)(F)
                                     APPLICATION PACKAGE AUTHORITY\ALL APPLICATION
PACKAGES:(I)(RX)
                                     APPLICATION PACKAGE AUTHORITY\ALL APPLICATION
PACKAGES:(I)(OI)(CI)(IO)(GR,GE)
                                     APPLICATION PACKAGE AUTHORITY\ALL RESTRICTED APPLICATION
PACKAGES:(I)(RX)
```

APPLICATION PACKAGE AUTHORITY\ALL RESTRICTED APPLICATION

PACKAGES: (I) (OI) (CI) (IO) (GR, GE)

C:\Users\pulseuser\.ssh NT AUTHORITY\SYSTEM: (I) (OI) (CI) (F)

BUILTIN\Administrators: (I) (OI) (CI) (F)

MACHINE_NAME\pulseuser: (I) (OI) (CI) (F)

C:\Users\pulseuser\.ssh\authorized_keys MACHINE_NAME\pulseuser: (F)

NT AUTHORITY\SYSTEM: (F)


Why aren't my deployments starting, or why are they taking a long time to start?

- If your deployments are taking a long time to start, it is possible that your queued deployment is being slowed down by the current load on the SaaS platform.
- If your deployments remain stuck, please contact Support or your Administrator.


How do I stop a deployment?

- You can use the "Stop Deploy" button in the deployment audit to stop the current deployment.

How do I view the results of my deployment?

- In the "Audit" view, you can find a list of all your deployments. Click the "  " action button to view your deployment details.

How do I restart a deployment?

- In the "Audit" view, locate the row corresponding to the deployment you want to restart, then click the action button  to restart the deployment.

Packages

I can't add a file to my package.

- Once you have added a file to your package, it is pending; don't forget to click "Submit pending package."

I created a package but it's not available for deployment—why?

- If your package isn't visible in the package list, or isn't visible when you try to deploy it, then it's waiting to be synchronized with the relays; please wait a few moments before it appears in the "Package List."

Why isn't my package available on the Kiosk package addition page?

- Your package must have an associated inventory to be visible in the list of packages available for the Kiosk.

Console & Administration


Why is the console slow, unstable, or inaccessible?

- The platform may be overloaded. Please wait a few minutes while we resolve the issue. If the problem persists, please contact Support or your Administrator.

How do I resolve user permission issues?

- A user has a profile with permissions predefined by Medulla. If you are a Super-Admin, you can modify their profile by going to the "Admin" view, then "Entity Management," and

clicking the "Manage Users" button  on the row of the entity where the user is

located. Click the "Edit" button () for the relevant user to modify their profile.

Why don't I have access to certain groups, audits, or scheduled tasks?

- If you are not a Super-Admin, contact someone with the Super-Admin profile so they can modify your "Profile".

What should I do if the console freezes or I encounter XMPP errors?

- Try logging out and then logging back in; you can also try clearing your browser's cache and cookies. If the problem persists, please contact Support or your Administrator, explaining your situation in as much detail as possible and providing the error message that was displayed.

Remote Maintenance & Getting Started

What should I do if remote access (VNC/RDP/PMAD) isn't working?

- Check the TightVNC service on the affected machines.
- Remote access is not available if the computer appears offline (grayed out); if this is the case, check the status of the medullaagent service on the machine.